State of Florida
Department of Juvenile Justice
Wansley Walters, Secretary  Christina K. Daly, Interim Secretary

Office of Inspector General
2014 Annual Report

Robert A. Munson, Inspector General
Amended 03/2016
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Office of Inspector General
Department of Juvenile Justice
Annual Report for Fiscal Year 2013 - 2014

CHARTER OF OPERATIONS

Department of Juvenile Justice Agency Mission

To increase public safety by reducing juvenile delinquency through effective prevention, intervention and treatment services that strengthen families and turn around the lives of troubled youth.

Inspector General's Vision

Enhancing Public Trust in Government

Inspector General's Mission

The mission of Office of Inspector General is to provide independent oversight, through objective and timely audit and investigative services, to ensure the Florida Department of Juvenile Justice and its partners maintain the highest level of integrity, accountability and efficiency.

OIG Core Values

- Leadership
- Professionalism
- Integrity
- Excellence
- Accountability
- Communications
- Teamwork

Purpose

The Office of Inspector General (OIG) is established to provide a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency, and to conduct independent and objective audits, investigations, and reviews relating to the programs and operations of the Department of Juvenile Justice. The OIG assists the Department in accomplishing its objectives by promoting economy and efficiency, and by preventing and detecting fraud and abuse in its programs and operations.

Authority

The OIG reports directly to the Chief Inspector General. The authority of the DJJ OIG is derived from Section 20.055, Florida Statutes, and allows for full, free, and unrestricted access to all persons, records, and other information relevant to the performance of engagements.
Responsibilities

The DJJ OIG is statutorily assigned specific duties and responsibilities per Section 20.055(2), Florida Statutes, which include:

- Advising in the development of performance measures, standards, and procedures for the evaluation of programs;
- Assessing the reliability and validity of information provided by the agency on performance measures and standards, and making recommendations for improvement, if necessary;
- Reviewing actions taken by the agency to improve program performance and meeting program standards;
- Providing direction for and coordinating audits, investigations, and management reviews relating to the programs and operations of the agency;
- Promoting economy and efficiency in agency programs in the administration of, or preventing and detecting fraud and abuse;
- Recommending corrective action concerning fraud, abuses, weaknesses, and deficiencies and reporting on the progress made in implementing corrective action; and
- Ensuring that an appropriate balance is maintained between audit, investigations, and other accountability activities.

The Inspector General is required by statute to provide the agency head an annual report by September 30th each year, summarizing the activities of the OIG during the immediate preceding state fiscal year. This document, which is presented to the DJJ Secretary, provides information to departmental staff and other interested parties on how the OIG accomplishes its mission.

Independence and Objectivity

The OIG’s activities shall be independent of department operations and the OIG staff shall be objective in performing their work. The Inspector General reports to the Chief Inspector General and is supervised by the Secretary of the Department; however, they are not subject to supervision by any other employee of the Department. This ensures that audits, investigations and other activities remain free from interference in the determination of the scope of activities, performance of work, and results. According to standards, the OIG shall refrain from participating in any operational activities that it might be expected to review or appraise or that could otherwise be construed to compromise the independence and objectivity of the OIG.

Scope of Work

The scope and assignment of the activities shall be determined by the Inspector General. However, the Secretary of the Department may at any time request the Inspector General to perform an audit, investigation or review of a special program, function, or organizational unit. The scope of work is to determine whether the department’s risk management control and governance processes are adequate and functioning in a manner to ensure risks are appropriately identified and managed; significant financial, managerial, and operating information is accurate, reliable, and timely; resources are acquired economically, used efficiently and adequately protected; programs, plans, and objectives are achieved; quality and continuous improvement are fostered in the organization’s control process; and significant legislative or regulatory issues impacting the department are recognized and addressed appropriately.

1 Section 20.055(3)(b), Florida Statutes
Professional Standards

The Office of Inspector General complies with established professional standards in fulfilling its responsibilities. These include the Principles and Standards for Offices of Inspector General, published by the Association of Inspectors General, the International Standards for the Professional Practice of Internal Auditing and the Code of Ethics, published by the Institute of Internal Auditors, Inc., as well as applicable standards of the Association of Certified Fraud Examiners, and the State of Florida Auditor General’s Rules.

Periodic Assessment

The Inspector General shall periodically assess whether the purpose, authority, and responsibility, as defined in the charter, continue to adequately enable the OIG to accomplish its objectives in assisting the Department successfully accomplish its objectives.

Historic Overview

The term “inspector general” historically has been associated with maintaining and improving the operational efficiency of our nation’s armed forces. In the 1970’s, Congress adopted the idea and created civilian inspectors general to address fraud, waste, abuse and corruption in federal agencies.

An audit function was established in the Department in the 1960’s. This function evolved into audits and investigations and, in the 1980’s it was designated as the Office of Inspector General. In 1994, amendments to Section 20.055, F.S., required an OIG in each state agency.

Organization

The DJJ OIG is staffed with 35 full-time employees and 7 Other Personal Services employees under the direction of the Inspector General. The organizational structure for the OIG is as follows:
Organization and Staff

The Office of Inspector General is comprised of four main operating sections: The Bureau of Investigations, Bureau of Internal Audit (BIA), the Incident Operations Center (IOC), and Background Screening Unit (BSU).

**Bureau of Investigations:** The Bureau of Investigations detects and investigates crimes or misconduct impacting the department.

**Bureau of Internal Audit (BIA):** The Bureau of Internal Audit provides independent appraisals of the performance of department programs and processes, including the appraisal of management’s performance in meeting the department’s information needs while safeguarding its resources.

**Incident Operations Center (IOC):** In September 2013, DJJ established the Incident Operations Center (IOC) which provides year-round incident/complaint hotline coverage. The IOC tracks and manages all reported incidents and complaints and includes all of the activities required to ensure that DJJ providers, including State-owned and operated facilities, resolve incidents and are demonstrating corrective action. Activities include the review and/or investigation of all incidents received by DJJ and the coordination and assignment of adequate resources to conduct reviews or investigations based on criticality of incidents.

**Background Screening Unit (BSU):** The Background Screening Unit assists the department in meeting its goal of hiring qualified applicants who meet statutory and agency standards of good moral character by conducting background screenings pursuant to Chapters 39, 435, 984, and 985, Florida Statutes, and the Department’s background screening policy and procedure.

Staff Certifications

Expertise within the OIG encompasses a variety of disciplines with personnel qualified in auditing, accounting, investigations, background screening, and information technology. Staff members continually seek to augment their professional credentials which further enhance their abilities and skill level through additional training. Staff personnel are also actively involved in a number of professional organizations which assist them in maintaining a high level of proficiency in their profession and areas of certification.

The accomplishments of the staff in obtaining professional certifications represent significant time and effort by each staff member, reflecting positively on the individual as well as the Department.

The table below details the types and number of certifications held by personnel in the OIG.

<table>
<thead>
<tr>
<th>Professional Certifications</th>
<th>No.</th>
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<tbody>
<tr>
<td>Certified Internal Auditor</td>
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<tr>
<td>Certified Government Audit Professional</td>
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<td>Certified Information System Auditor</td>
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<td>Certified Fraud Examiner</td>
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<td>Certified Protection Professional</td>
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<td>Certified in FDLE Criminal Justice Information Services</td>
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<td>Certified FDLE Terminal Agency Coordinator</td>
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<td>Certified State Law Enforcement Officer</td>
<td>4</td>
</tr>
<tr>
<td>Notary Public</td>
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</table>
Professional Affiliations

American Institute of Certified Public Accountants
Institute of Internal Auditors, Inc. (National and Local Chapters)
Association of Certified Fraud Examiners
Association of Inspectors General (National and Local Chapters)
American Society for Industrial Security
Florida Audit Forum

Staff Development

Continued professional staff development is essential to the OIG. During FY 2013-2014, the OIG Audit staff participated in numerous professional training sessions, including courses required to meet the Standards for the Professional Practice of Internal Auditing. The standards require each auditor to complete at least 40 hours of continuing education and training per year in order to maintain professional proficiency. The investigative staff members also attend regular training throughout the year to maintain their professional certifications. The OIG staff remains committed to seeking professional excellence through continued training and development to ensure the highest quality of service to our customers.

Bureau of Internal Audit

The Bureau of Internal Audit, under the direction of the Inspector General, assists the Secretary and the Department in deterring and detecting fraud, waste and abuse and provides assurance that the Department uses its resources in an efficient and effective manner.

The Bureau of Internal Audit carries out its function for the Department under the leadership of the Director of Audit who reports to the Inspector General. In addition to the Director of Audit, the bureau is staffed by one Operation Review Specialist and two Management Review Specialists (Senior Auditors).

Audit Responsibilities

Pursuant to section 20.055(5), Florida Statutes, the bureau conducts performance, information technology, financial and compliance audits of the Department and prepares reports of its findings and recommendations. Audits are performed in accordance with the Standards for the Professional Practice of Internal Auditing, published by the Institute of Internal Auditors. An audit involves obtaining an understanding of internal control structure; assessing control risk; testing of records and responses of inquiries by obtaining corroborating evidentiary matter through inspection, observation, confirmation and other procedures.

In addition to audits, the bureau performs non-audit services, such as special projects, and provides other management advisory and consultant services to the Department.

The Institute of Internal Auditors defines internal auditing as an independent, objective assurance and consulting activity designed to add value and improve an organization’s operations. It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.
Accomplishments for FY 2013-2014

During the fiscal year, the Bureau of Internal Audit completed major audits, reviews and projects consisting of the following:

- Six compliance and performance audits;
- One follow-up review to Auditor General’s audit;
- Seven follow-up reviews to internal audits;
- Various management advisory projects and coordination with Auditor General audits; and
- Periodic investigative assistance

Compliance and Performance Audit

A compliance audit is a comprehensive review of the Department’s adherence to state laws, regulatory guidelines, and the Department’s policy and procedures. Performance audits are examinations and evaluations of the Department’s systems, programs, and processes from an efficiency and effectiveness perspective. Performance audits also include determining whether the Department acquired, protected, and used its resources economically and efficiently in accordance with applicable laws and regulations.

The Bureau completed six comprehensive audits which involved both compliance and performance activities.

Audit of the Department’s Employees’ Travel and Travel Related Expenses

The Department’s employees and other authorized persons travel to participate in meetings, work groups, conferences, training, and other mission critical events. Travel and travel expenditures are essential to the delivery of the Department’s mandate and to the achievement of its objectives.

The Department’s travel policy, FDJJ-1407.01, outlines procedures for employees and other authorized persons to obtain approval for and reimbursement of travel expenses connected with employee’s travel. It designates those responsible for authorizing travel and establishes the procedures and forms necessary to obtain approval for travel expenses that are eligible and not eligible for reimbursement. The policy applies to all Department employees and other persons authorized by the Department.

The audit objectives were to determine whether:

- Travels were authorized properly;
- Resources were used in an efficient, effective, and economical manner, and in compliance with applicable laws, rules and regulations, and the Department’s policies; and
- Adequate internal controls are in place to prevent and detect material errors and irregularities.

The audit revealed that departmental travel and travel related expenses were generally in compliance with law, rules, and Department policies. Travels were authorized properly, resources generally were used in an efficient and effective manner, and adequate internal controls were in place to prevent and detect material errors and irregularities. However, the audit indicated that improvements are needed in selecting the most economical method of travel, determining travel reimbursement rates, and ensuring reimbursement claims are filed properly and in a timely manner.
Audit of the Internal Controls of the Detention Center Operations

The Department operates 21 Juvenile Detention Centers to provide custody, supervision, education, and mental health/substance abuse and medical services to juveniles statewide. Detention Services provides for the daily care, custody, and control of youth who are held pursuant to a court order or after being taken into custody for a violation of law. The Assistant Secretary for Detention Services is responsible for all aspects of detention center operations. Regional Directors are located in the North, Central, and South Florida regions and they are responsible for the operations and the supervision of Superintendents for the juvenile detention centers in their regions. The Superintendents are responsible for the operations of their designated detention center.

Internal controls are methods implemented by management to ensure goals and objectives are achieved. Policies and procedures are key internal controls that are established to provide a foundation and a consistent guide to be followed under a given set of circumstances. Current and effective operational guidance for detention centers are essential to ensure minimum standards are identified and the guidance serves as the foundation for Detention Services. Additionally, operational policies and procedures provide criteria for monitoring functions.

The audit objectives were to determine whether:

- Adequate internal controls for detention center operations are properly established and implemented at the program level; and
- Internal controls are effective in ensuring program goals are achieved.

The audit indicated that, at the program level, internal controls for detention center operations could be improved. Detention Services policies and procedures are not properly established and implemented at the program level and they are insufficient for detention center operational guidance. Detention Services has been working on the promulgation of a new Secure Detention rule. Until the new Secure Detention rule is promulgated, Detention Services will not implement and updated operations handbook that will provide guidance for detention center operations.

The audit also indicated that Detention Services provided Quality Improvement (QI) with evaluation standards that are based on the draft new Secure Detention rule for detention center annual reviews; however, Detention Services did not provide sufficient guidance to Regional Directors and Superintendents concerning the QI evaluation standards prior to the detention centers annual QI reviews.

Audit of the Department's P-Card Program

Under the guidance of the Department of Management Services (DMS) and the Department of Financial Services (DFS), the Florida Department of Juvenile Justice (FDJJ) has designed its Purchasing Card Program to permit employees to make small dollar purchases of goods and services as they are needed for operations and without undue delay or paperwork. Small dollar purchases are those normally less than $1,000.

The State of Florida Purchasing Card Program is managed by the Statewide Purchasing Card Program Administrator (PCPA) located at DFS. DJJ, as well as each of the other participating state agencies, has designated an agency PCPA who is responsible for the overall management of the agency’s program. The management at each agency determines the level of participation in the purchasing card program and the number of cards issued.
P-Cards are issued to employee with the Department’s Secretary and managers/supervisors’ approval. Online training must be completed by the cardholder and a passing score must be obtained on the test at the end of the training, before a card is issued. Once all of the requirements are satisfied, and all of the forms have been completed, a P-Card will be issued to the employee. When purchases are made the cardholder must provide receipts and supporting documents as required by FDJJ policies.

The audit objective was to determine whether proper accountability measures and sufficient controls over the Department’s purchasing cards are in place to ensure that P-Cards are used in accordance with applicable laws and regulations.

The audit indicated that proper accountability measures over the Department’s P-Card were established to ensure that P-Cards are used in accordance with applicable laws and regulations; and sufficient controls were in place to provide management with reasonable assurance that P-Card activities are performed in accordance with applicable administrative policies and procedures. Those accountability measures and controls, in conjunction with DFS oversight controls, provide an effective P-Card management system to identify and prevent the misuse of P-Cards by cardholders.

The audit also indicated that the P-Card FLAIR Aging Report should be retained; the “Justification for Delay” form required in the Department’s policies and procedures should be enforced; and P-Card cancellation in a timely manner for separated employees can still be improved.

Audit of the Department’s Procurement of Contractual Program Services

The procurement process is a common business process which starts with identifying a procurement need and finishes with a finalized payment being issued. The Department invests significant resources by contracting with service providers to provide services to youth in the State of Florida (approximately $320,000,000 annually). The vast amount of services provided to youth by the Department is through service providers.

As part of its Roadmap to System Excellence, one of the Department’s stated goals is to improve its procurement process, where applicable, by implementing the use of the procurement method invitation to negotiate (ITN) which requires the utilization of certified negotiators when contracts are in excess of $1 million in any fiscal year.

These contracts assist the Department in carrying out its mission in providing prevention, intervention, and treatment services to assist youth and strengthen families. The audit addressed the following contract stages pertaining to the Department’s procurement of contractual program services: identify the need, plan the solicitation, evaluate the response and award the contract.

The objectives of this audit were to provide management with reasonable assurances that:

- The procurement of contractual program services are in compliance with applicable statutes, regulations, and procedures; and
- Sufficient internal controls are in place to effectively support the procurement of contractual program services.

The audit disclosed that, in general, the Department complied with applicable Florida Statutes, Florida Administrative Code, Department policies and procedures and has effective controls in place to support procurement activities. However, the audit indicated an area for improvement pertaining to the following:

Florida Statutes require that, when the value of a contract is in excess of $1 million in any fiscal year, at least one of the persons conducting negotiations must be a certified contract negotiator. For three of the
six procurement files reviewed utilizing the procurement method ITN, there was not sufficient evidence to indicate that a certified negotiator was part of the negotiation team.

Audit of the Internal Controls of Probation Operations

The Office of Probation and Community Intervention (Probation) is responsible for providing services to youth under the age of 18 that are referred by law enforcement authorities to the Department. A referral is similar to an arrest in the adult criminal justice system.

The State’s 20 judicial circuits are the Department’s local jurisdictional boundaries for providing services and coordination with the courts. All 67 counties in the State of Florida are contained within the 20 judicial circuits.

The following major services are provided to youth by Probation:

- Detention Screening and Intake;
- Diversion;
- Day Treatment;
- Community Supervision; and
- Independent Living.

The audit objectives were to determine whether:

- Adequate internal controls for Probation and Community Intervention operations are properly established and implemented; and
- Internal controls are effective in ensuring program goals are achieved.

The audit indicated that Probation and Community Intervention has established and implemented internal controls through utilization of Florida Statutes, Florida Administrative Codes, Department policies and procedures, and internal Probation policy memoranda. It was also noted that managers and staff indicated they were familiar with Department policies and procedures that govern Probation service areas, as well as Department initiatives aimed at improving services to youth and their families.

In addition, the review of Probation and Community Intervention internal controls and analysis of Bureau of Quality Improvement Reports indicated that internal controls for Probation Operations were effective in ensuring achievement of program goals.

Audit of the Internal Controls of Prevention Operations

The Office of Prevention and Victim Services (OPVS) provides delinquency prevention services. Delinquency prevention programs are designed to address specific problems and provide interventions for at-risk youth and their families in order to reduce juvenile crime and protect public safety. Prevention programs target at-risk juveniles and those who exhibit problematic behaviors such as non-governability, truancy, running away from home, and other pre-delinquent behaviors.

Internal controls are methods implemented by management to ensure goals and objectives are achieved. Policies and procedures are key internal controls that are established to provide a foundation and a consistent guide to be followed under a given set of circumstances. Current and effective operational guidance for OPVS is essential to ensure minimum standards are identified and the
guidance serves as the foundation for providing prevention services to the community. Additionally, operational policies and procedures provide criteria for monitoring functions.

The audit objectives were to determine whether:

- Adequate internal controls for OPVS are properly established and implemented at the program level; and
- Internal controls are effective in ensuring program goals are achieved.

The audit indicated that, at the program level, internal controls for prevention operations need improvement. Comprehensive OPVS policies and procedures are not established and implemented at the program level. Establishing comprehensive program operational procedures could provide a framework for complying with federal and state requirements and provide guidance during changes of federal regulations, Florida statutes, and OPVS staffing.

**Internal and External Audit Follow-Up Activities**

The bureau is responsible for monitoring the Department’s implementation of corrective action to address recommendations in audit reports and policy reviews issued by the Auditor General (AG), the Office of Program Policy Analysis and Government Accountability (OPPAGA), and the department’s Bureau of Internal Audit. The bureau provided liaison activities for AG operational audits and federal grant audits, and conducted follow-ups to monitor the status of corrective actions for one external and one internal audit/review. The bureau issued the following follow-up review reports:

- Follow-up on the Audit General’s Operational Audit of Juvenile Justice Information System and Selected Administrative Activities;
- Follow-up on the Audit of Palm Beach Detention Center Operations;
- Follow-up on the Audit of Medical Services in Selected Residential Facilities;
- Follow-up on the Audit of Palm Beach Detention Center Operations;
- Follow-up on the Audit of Regional Personnel Functions;
- Follow-up on the Audit of the Internal Controls of the Detention Center Operations;
- Follow-up on the Audit of the Department’s Purchasing Card;
- Follow-up on the Audit of the Department’s Employees’ Travel and Travel Related Expense.

**Other Activities**

**The Florida Single Audit Act**

The Florida Single Audit Act (FSAA) was enacted in 1998 by the Florida Legislature to establish uniform State audit requirements for non-state entities expending State financial assistance equal to or in excess of $500,000. The bureau responded to the Department of Financial Services on behalf of the agency and coordinated compliance efforts. This included providing technical assistance, meetings, inter-agency correspondence and liaison activities. The bureau is responsible for reviewing the Financial Reporting Packages received from non-state entities to ensure compliance with the Florida Single Audit Act and the Federal Office of Management and Budget (OMB) Circular A-133, including management letters and corrective action plans, to the extent necessary,
to determine whether timely and appropriate corrective action has been taken with respect to audit findings and recommendations pertaining to state and federal financial assistance. The bureau has implemented new policies and procedures to ensure compliance with the Florida Single Audit Act.

Communication with Management

The Office of Inspector General (OIG) provides a centralized point for coordination of activities that promote accountability, integrity and efficiency. A major part of this responsibility includes keeping management informed of the many internal and external audits and related activities. The bureau also reviews the Department’s response to external audit reports.

Bureau of Investigations

Investigations

The OIG Bureau of Investigations (Investigations) assists the Department in ensuring the promotion of accountability, integrity, and efficiency within the agency. In addition, Investigations assists in ensuring that only those individuals who meet statutory and Departmental standards of good moral character are selected to provide for the custody, care, safety, and protection of the youths entrusted to our supervision.

Investigative Unit  The investigative unit is charged with coordinating and conducting investigations designed to detect, deter, prevent, and eradicate fraud, waste, mismanagement, misconduct, and other abuses within DJJ, involving both state and contract provider employees, programs, facilities, and offices. All investigative activities are objective and unbiased. Inspectors submit detailed investigative reports, which include sworn statements and documentary evidence. The Inspector General reviews all completed cases for sufficiency and accuracy before signing and disseminating the final report. Investigations containing sustained allegations are forwarded to management, which is responsible for implementing corrective action and reporting it to the OIG.

The Chief of Investigations and the Inspector General review completed civil rights cases; however, a resolution panel presided over by the department’s Equal Employment Opportunity (EEO) officer determines whether there is cause to believe either discrimination or harassment occurred. The Bureau of Investigations does not make recommendations concerning corrective action for EEO complaints.

Management Reviews are conducted by department staff to look into incidents that routinely occur in department programs or routine incidents that are the least serious in nature, but still warrant follow-up. The results of these reviews are approved by the department’s Assistant Secretaries.

Accomplishments for FY 2013-2014

During FY 2013-2014, the Bureau of Investigations assigned 198 complaints for Investigation, Inquiry, Referral to Management or other appropriate attention.

The Bureau of Investigations closed 67 investigations in fiscal year 2013-2014. Some of these investigations consisted of multiple allegations. The total number of allegations investigated during the period was 169. Of the allegations investigated 71 were sustained, 63 were not sustained, 28 were unfounded, and 5 were exonerated. The remaining were 2 policy failures.

The Bureau of Investigations closed 43 inquiries in fiscal year 2013-2014. Several of these inquiries involved multiple allegations that were investigated. The total number of allegations investigated through inquiries was 39. Of these allegations, 11 were sustained, 7 were not sustained, 19 were exonerated, and 2 were unfounded. There were 31 inquiries that were administratively closed.
Sustained findings are reported to management and may result in terminations, resignations, and other disciplinary and non-disciplinary actions, as well as programmatic changes.

**Summary of Investigations**

**IG 12-0017 Thompson Academy**

This investigation was predicated on a notification to the Central Communications Center (CCC) on March 16, 2012, that three former staff made several allegations of misconduct occurring at Thompson Academy. The complainants alleged staff used a personal vehicle to transport youth; took youths to their home and allowed the youths to take showers; took youths on an off-campus activity without the proper risk assessment being completed; and failed to notify the CCC of several reportable incidents. The investigation resulted in Sustained findings for Improper Conduct; Violation of Policy/Rule; and Failure to Report.

**IG 12-0039 Avon Park Youth Academy**

This investigation was predicated upon a call to the CCC from the Chief of Security, who advised a youth care worker (subject) made a report that a youth slipped and fell while in the shower, injuring his left elbow. During the internal investigation, the subject recanted his initial report that youth slipped and fell and admitted the injury was from a Protective Action Response (PAR) he performed. Avon Park Youth Academy is a contracted residential program. The subject resigned and the allegations of Excessive Force and Violation of Policy/Rule (Falsification) were Sustained. Law enforcement conducted a criminal investigation, charging the subject with one count of falsifying records, in violation Section 839.13, Florida Statutes, to which he pled guilty and was sentenced to probation, community service and court costs.

**IG 12-0044 Alachua Academy**

On August 10, 2012, the Office of Inspector General (OIG) received a complaint that a Case Manager had sexual encounters with female youths at Alachua Academy. It was also alleged that a Direct Case Counselor talked to at youth about his sex life and made sexual comments towards her. On January 14, 2013, the Gainesville Police Department closed their investigation with no charges filed. The OIG closed the case and Unfounded the allegation that the Case Manager engaged in sexual relations with a one youth and Not Sustained it regarding a second youth. The allegation that the Case Counselor engaged in a sexual conversation with a separate youth was also Not Sustained.

**IG 12-0053 Probation and Community Intervention**

This investigation was predicated upon notification to the Probation and Community Intervention Assistant Secretary on September 18, 2012, that a Juvenile Probation Officer (JPO) alleged a Juvenile Probation Officer Supervisor (JPOS) was negligent in her duties and also harassed the JPO. It was also alleged that the Circuit Chief Probation Officer (CPO) and Assistant Circuit Chief Probation Officer (ACPO) knew about the JPOS’s actions but did nothing about it. Based on the investigation, the allegations of Improper Conduct and Violation of Policy/Rule against the JPOS were Sustained, while the classifications of Improper Conduct/Conduct Unbecoming a Public Employee against the JPOS were Not Sustained. The classifications of Improper Conduct and Violation of Policy/Rule against the CPO and ACPO were also Not Sustained.
IG 12-0056 Milton Girls Juvenile Residential Facility

This investigation was predicated upon notification to the Department of Juvenile Justice (DJJ) Office of Inspector General (OIG) that on August 9, 2012, a former Supervisor used excessive force on a youth, resulting in the youth sustaining a bruise to her right cheek and a rug burn on her right side. Based on review of program video and interviews of witnesses, it was determined that the staff member involved used excessive force and an improper PAR technique during the restraint. The OIG investigation was closed with both allegations Sustained. As a result of the OIG investigation, a criminal investigation was also initiated by the Santa Rosa Sheriff’s Office and the staff member was subsequently convicted of Child Abuse.

IG 12-0066 Circuit 7 Volusia Regional Juvenile Detention Center

This investigation was predicated on a complaint by a detained youth who alleged that a Senior Juvenile Justice Detention Officer (SJJDO) used Excessive Force and violated policy/rule when he punched and choked the youth while performing a Protective Action Response (PAR) restraint. The youth sustained a bloody nose and there were no other injuries reported. Based on the testimony and document/video reviews, there was insufficient evidence to prove or disprove that the subject used excessive force on the youth, since the restraint occurred inside the confinement room where no surveillance cameras were located. Therefore, the allegation of Excessive Force was Not Sustained. There was sufficient evidence to prove the subject violated Policy/Rule by failing to call for assistance prior to initiating PAR on the youth; therefore, the allegation of Violation of Policy/Rule was Sustained.

IG 12-0069 Bristol Youth Academy

This investigation was predicated on allegations that staff at the Bristol Youth Academy (Bristol YA) failed to properly maintain and safeguard a controlled substance prescription medication at the facility. The OIG investigation also determined Bristol YA staff had not developed policy and procedures for the receipt of medications in accordance with the DJJ Health Services Manual. Subsequently, the lack of policy and communication between staff contributed to the circumstance of the missing medication. There was sufficient evidence to show a particular staff member signed for the medications but failed to properly safeguard them. There was also evidence to show another staff member - a medical professional, was aware the initial staff member had signed for the medication, but failed to follow-up on the disposition of the medication. Allegations of Violation of Policy against both staff were Sustained. In addition, since the investigation determined program management had not developed the necessary policies and procedures, a finding of Policy Failure against Bristol YA was Sustained.

IG 12-0071 Broward Regional Juvenile Detention Center Juvenile Justice Detention

This investigation was predicated on a notification to the CCC on December 2, 2012, in which two youth alleged that on November 29, 2012, a Broward Regional Juvenile Detention Center Juvenile Justice Detention Officer (JJDO) hit them each in the head with his walkie-talkie during an altercation on the recreational yard, resulting in both youths receiving staples to close their wounds. Additionally, the OIG was advised that this incident may not have been properly reported to the CCC in accordance with DJJ policy by staff. The Fort Lauderdale Police Department (FLPD) and the Broward County Child Protective Service Unit reviewed the allegations and determined that it appeared the employee used force to prevent further violence between the youths and the matter would not be investigated further. Based on the interviews conducted and documents reviewed, there was insufficient evidence to either prove or disprove the allegation that the JJDO struck the two youth on the head with his walkie-talkie. Therefore, the allegation of Excessive Force was Not Sustained. There was sufficient evidence to prove the JJDO Supervisor failed to report the youth’s injuries and allegations of staff abuse to the CCC. Therefore, the allegation of Failure to Report was Sustained. There was also sufficient evidence to prove the
Assistant Superintendent failed to follow-up with staff to insure that the matters were properly reported to the CCC. Therefore, the allegation of Violation of Policy/Rule (Poor Performance) was Sustained

IG 12-0079 Circuit 5 Probation and Community Intervention

This investigation was predicated upon a complaint from a former Juvenile Probation Officer Supervisor, who reported that an employee had been carrying a firearm in her possession while on duty. The complainant also alleged the firearm was brought to work and seen by other staff members; the subject had the firearm in her possession while working in the field, and she was not a certified law enforcement officer. During the course of the investigation, it was discovered a management member learned of the allegation but failed to report it to the Central Communications Center (CCC) in the timely manner. There was no direct evidence that the subject carried a firearm while on duty and violated policy/rule. Therefore, the allegation of Improper Conduct and Violation of Policy/Rule was Not Sustained. Furthermore, there was sufficient evidence that a member of management failed to notify the CCC of the allegations reported to her by the complainant in a timely manner and violated policy/rule. Therefore, the allegation of Failure to Report was Sustained.

IG 13-0009 Dade Juvenile Residential

This investigation was predicated on a notification to the CCC on January 28, 2013, that a youth alleged a Youth Care Worker at the Dade Juvenile Residential touched him on his penis on January 26, 2013 and had touched him the same way on three previous occasions. This incident was reported to the Miami Dade Police Department and was Exceptionally Cleared. The Department of Children and Family Services closed their investigation with a finding of No Indicators for Sexual Abuse. Based on the testimony obtained and documents reviewed, there was insufficient evidence to prove or disprove that the Youth Care Worker touched the youth inappropriately; therefore, the allegation of Improper Conduct/Sexual Misconduct (PREA) was Not Sustained.

IG 13-0010 Challenge Juvenile Residential Facility

A program Youth Counselor reported to the CCC she heard rumors that a former counselor had been sexually involved with two program youths. Upon investigation by the OIG, other program youths alleged the former counselor allowed the two youths to touch her inappropriately and that she performed sex acts on the youths. The OIG investigation determined there was no evidence to support the allegations. The two alleged youth victims denied any inappropriate conduct occurred with the former youth counselor. The allegation of Improper Conduct/Sexual Nature; Sexual Misconduct (PREA) against the former counselor was Not Sustained. During the investigation, it was discovered that the former counselor brought unauthorized items, to include a cell phone and laptop computer into the facility, which resulted in a Sustained finding for A Violation of Policy/Rule.

IG 13-0013 Broward Girls Academy

Investigation of this case was predicated on a notification to the CCC on January 28, 2013, that former youth from the Broward Girls Academy and a Youth Counselor were involved in a relationship. During the course of the investigation, the OIG determined there was sufficient reason to investigate whether a Case Manager failed to report the allegation as required. A criminal investigation was conducted by the Riviera Beach Police Department and the Miami Police Department. Miami Police closed their case without any indicators of Sexual Abuse. Riviera Beach Police filed an arrest warrant with the Palm Beach County State Attorney’s Office for charges of Child Abuse, Lewd or Lascivious Battery Less than 16 years old, and Contributing to the Delinquency or Dependency of a Child. The Palm Beach County State Attorney issued a “No File” order on the aforementioned charges. Based on the interviews conducted and documents reviewed, it was determined the youth and Youth Care Worker did maintain a relationship with one another upon the youth’s release; however, it could not be determined if that was
sexual in nature. It was also determined the Case Manager failed to report her knowledge of the relationship as required, therefore the allegations against each person were Sustained.

**IG 13-0014 Southwest Florida Regional Juvenile Detention Center**

This investigation was initiated following a notification to the CCC that a 17 year old youth had sustained a fractured left clavicle as a result of a physical incident involving a Southwest Florida Regional Juvenile Detention Center officer. Based on interviews conducted and a review of the detention center’s video recording, there was sufficient evidence to show the officer’s restraint of the youth was not conducted in compliance with the Protective Action Response (PAR) policy. Independent reviews of the video conducted by the Assistant Detention Center Superintendent and a Master PAR Instructor concluded the officer used excessive force during the incident, which is not authorized under PAR policy. The officer subsequently resigned. The allegation of excessive force, a violation of Policy/Rule, was Sustained.

**IG 13-0015 Orange Regional Juvenile Detention Center**

This investigation was predicated on a notification to the Central Communications Center on February 12, 2013, that a Juvenile Justice Detention Officer II (JJDO II) used Excessive Force and a Juvenile Justice Detention Officer (JJDO) used Unnecessary Force on a youth. The youth sustained a head injury as a result of the incident and was transported for outside medical attention. The allegations against the staff members involved were Sustained.

**IG 13-0016 Okaloosa Youth Development Center**

This investigation was predicated on a notification to the Department of Juvenile Justice (DJJ) Office of Inspector General (OIG) that on February 11, 2013, a youth alleged that staff punched him in the right eye. The investigation revealed the youth had been involved in two restraints on the same date with two different staff and was injured in both restraints. The youth sustained a nasal bone fracture and bruising around the right eye. Based on interviews conducted, it was determined that during one restraint, the staff used a not approved PAR technique. Therefore, an allegation of Excessive Force was Sustained.

**IG 13-0021 Okeechobee Youth Correctional Center**

This investigation was predicated on a notification to the Central Communications Center on March 7, 2013, that a youth alleged to a Unit Manager that he and a teacher had sex in the teacher’s office on two occasions. During the OIG investigation, the youth stated the allegation was a made up rumor and refused to discuss it. Interviews conducted and a review of the video surveillance in that area did not reveal any evidence that sexual activity occurred. As a result, the classification of Improper Conduct of a Sexual Nature was Not Sustained.

**IG 13-0022 Broward Regional Juvenile Detention Center**

This investigation was predicated on a notification to the Office of Inspector General from an attorney that represented a former DJJ employee from the Broward Regional Juvenile Detention Center (Broward RJDC), who alleged that during her Public Employee Relations Commission (PERC) hearing, the former Broward RJDC Superintendent engaged in fraudulent activity, and the former Broward RJDC Assistant Superintendent was negligent in her duties. It was further alleged that the former Food Services Director engaged in theft and that the South Region Detention Director was aware of the activities, but had failed to take corrective action. Based on the interviews conducted and documents reviewed, there was no evidence to support any of the allegations. Therefore, the allegations were considered Unfounded.
IG 13-0024 Alachua Academy

This investigation was predicated on a notification to the Central Communications Center on March 20, 2013, that a youth’s grandmother alleged her granddaughter reportedly wrote in a journal that the youth was sexually assaulted by a male staff at Alachua Academy. During the investigation, the youth initially refused to cooperate but eventually stated she did not have sexual intercourse with staff. In addition, a review of the youth’s journal did not reveal any evidence of a sexual relationship between the youth and staff. Based on interviews conducted and records reviewed, the classification of Sexual Misconduct (PREA) was Unfounded.

IG 13-0025 Residential Staff

This investigative inquiry was predicated by an email complaint from a citizen, who alleged he was beaten and sexually abused by a staff member while in the custody of a Palm Beach County residential program in the mid 1970’s. Based on the fact the alleged incidents occurred at a juvenile program not contracted with DJJ and outside of DJJ’s jurisdiction, the inquiry was Administratively Closed with no findings.

IG 13-0027 Avon Park Youth Academy

This investigation was predicated upon a notification to the CCC from Avon Park Youth Academy (APYA) staff, regarding recovered contraband, in which a youth was in possession of a small pocket knife and a second youth was in possession of a two inch screwdriver. The items were confiscated and an investigation was commenced. The APYA operates as a vocational education program for male youths concerning the home building, automotive, plumbing and electrical trades. The program conducted an inventory and accounted for all program tools. The OIG investigation determined that non-program tools were introduced into the program when two non-program vehicles were brought onto the program’s property for repair. The staff member who brought the vehicles onto the property failed to conduct a thorough search, leaving two tool boxes unsecured in the vehicles. The allegation of allowing contraband into the facility, a violation of Policy/Rule, was Sustained.

IG 13-0028 Impact House

This investigation was predicated by a notification to the Central Communications Center on April 8, 2013, that a staff member had sexual relations with several youth in the facility. Based on interviews conducted and documents reviewed, there did not appear to be any evidence to support the allegation. The complainant could not provide detailed or specific information and the alleged victims all denied any improper conduct occurred. Therefore, the allegation of Improper Conduct/Sexual Nature was Unfounded.

IG 13-0029 DJJ Bureau of Personnel

This inquiry was predicated on a complaint from a former Department of Juvenile Justice (DJJ) Bureau of Personnel employee, who alleged she worked in a hostile working environment and no action was taken after she filed a harassment complaint. The Office of the Inspector General (OIG) determined the complaint did not rise to the level of Whistle-blower status; however, an inquiry into the complaint was conducted by the OIG. The complainant was interviewed and based on the information provided and documents reviewed, there was not sufficient evidence to identify a Violation of Policy/Rule and the allegation was Unfounded. A recommendation was made that DJJ policy be revised to identify criteria to be used by the Equal Employment Opportunity Officer in determining whether a complaint rises to the level of discrimination or sexual harassment.
**IG 13-0035 Circuit Probation**

This investigation was predicated on a notification to the Office of the Inspector General on April 23, 2013, that a Juvenile Probation Officer Supervisor (JPOS) created a tense work environment that included racism, sexism, and vulgar and inappropriate behavior. It was also alleged that the Chief Probation Officer (CPO) and former CPO were made aware of the allegations but failed to report them. The investigation resulted in Not Sustained findings against the JPOS for Hostile Work Environment and an Unfounded finding for Improper Conduct/Sexual Nature, Discrimination, and Violation of Policy/Rule. The findings against the CPO and former CPO were Not Sustained.

**IG 13-0036 Orange Regional Juvenile Detention Center**

A Juvenile Justice Detention Officer Supervisor (JJDOS) notified the Central Communications Center that he negligently released youth after the parent stated, "That's not my kid," and the youth ran. Law enforcement was notified and the youth was apprehended the next day. Orange Regional Juvenile Detention Center is a state operated detention facility. Based on the testimony and documents reviewed, there was sufficient evidence to prove the JJDOS negligently released a youth by failing to thoroughly review all the paperwork prior to the release, thus the allegation of Violation of Policy/Rule was Sustained. The OIG investigation also revealed the master control staff failed to properly document in the logbook the correct name of the youth being released as reported to her, contributing to the negligent release. Therefore, the Violation of Policy/Rule against her was Sustained.

**IG 13-0038 Collier Regional Juvenile Detention Center**

An OIG investigation was initiated after the Florida Governor's Office, Office of the Chief Inspector General received a complaint on April 25, 2013, alleging a former Department of Juvenile Justice Probationary Detention Officer was the victim of discrimination and retaliation by DJJ officials, while formerly assigned to the Collier Regional Juvenile Detention Center. The complainant alleged that due to a medical disability and a request for a reasonable accommodation for the disability, he was retaliated against and dismissed from his position with DJJ. The DJJ OIG investigation determined there was no evidence to support the allegations raised by the complainant. The DJJ Equal Opportunity Officer (EEO) provided a Position Statement which noted the complainant's employment with DJJ was terminated for his failure to satisfactorily complete his probationary period. It further asserted the complainant was not a person with a disability pursuant to the Americans with Disabilities Act (ADA). The DJJ Office of General Counsel determined the complainant was not entitled to a reasonable accommodation, and there was a legally sufficient basis for his dismissal, based on excessive absenteeism. The allegation of discrimination against the detention center’s superintendent was closed as Exonerated.

**IG 13-0040 Falkenburg Juvenile Correctional Facility**

This investigation was predicated on allegations made by a youth that he did not feel safe at the facility. Specifically, the youth alleged a juvenile correctional officer exposed himself to the youth and made inappropriate remarks. The youth also alleged the officer grabbed the youth’s buttocks. Law enforcement investigated the matter and Unfounded the allegations. Based on the interviews conducted and documents reviewed, there was not sufficient evidence to prove or disprove the allegations raised by the complainant. The officer stated the allegations were false and he never exposed himself to the youth nor did he inappropriately touch the youth. The investigation was closed and the allegations were not Sustained.
IG 13-0041 Hillsborough Regional Juvenile Detention Center West

This inquiry was predicated on an allegation that a staff member at the detention center wanted to use another staff member’s personal information to demonstrate a difference in salary. The subject admitted she made a comment in a joking manner, that the alleged victim should give her some of her money because the victim made more money than the subject. The subject denied asking for the victim’s personal information. Based on the testimony and documents reviewed, it did not appear any DJJ employee violated any provision of DJJ policy or procedure. Therefore, this incident was administratively closed.

IG 13-0042 Collier Regional Juvenile Detention Center

This investigation was predicated on a notification to the CCC on May 28, 2013, that a youth at the Collier Regional Juvenile Detention Center suffered an injury to his leg, during a Protective Action Response (PAR) restraint by a Juvenile Justice Detention Officer (JJDO). The youth was transported to the hospital, where he was diagnosed with a broken leg and was admitted for surgery. Based on the interviews conducted and documents reviewed, the force used by the JJDO was found to be reasonably necessary and the JJDO was Exonerated.

IG 13-0045 National Deaf Academy

This inquiry was predicated on an allegation that two former employees of the National Deaf Academy (NDA) alleged the NDA had received payment from DJJ, for a youth’s sexual therapy treatment, even though the NDA did not have a sex therapy program or a therapist to deliver such therapy. The complaint was assigned for an inquiry to determine if there appeared to be fraudulent activity by the NDA and if there were any violations of policy/rule by DJJ personnel. Based on the interviews conducted and documents reviewed, there was not sufficient evidence to identify any fraudulent activity or Violation of Policy/Rule; therefore, this incident was administratively closed.

IG 13-0050 Technical assistance to the Department of Financial Services

This was a matter of assisting the Department of Financial Services (DFS) with computer forensic work, in which a DFS employee was alleged to have violated DFS computer use policies. Examination of the computer hard drive showed numerous instances in which a DFS user ID used the computer for inappropriate activity, to include viewing sexually explicit videos on YouTube.com.

IG 13-0051 Circuit 14 Probation

This investigation was predicated on an allegation that complaints made against Circuit 14 Probation management were not being investigated and specifically, the Circuit 14 Assistant Chief Probation Officer (ACPO) had not conducted a thorough management review of some of these complaints. The complainant alleged areas not investigated were unfair treatment of certain employees, defamation of character, confidentiality not being maintained, no open door policy, and discrepancies concerning employee leave schedules. The OIG investigation included a review of a previous management review and the development of a survey. Based on the results of this OIG survey, review of pertinent documents, and interviews of select personnel, it was determined there was no merit to the complaint or evidence to indicate the ACPO failed to conduct a thorough review. The investigation was closed and the allegations of Improper Conduct were considered Unfounded.
IG 13-0052 South Region Detention

This investigation was predicated on a notification from the Executive Office of the Governor to the OIG on July 17, 2013 of an anonymous letter addressed to the Governor, alleging employees of the South Region Detention office were engaging in Improper Conduct and/or Conduct Unbecoming Public Employees. It was alleged the Superintendent of Miami-Dade Regional Juvenile Detention Center used profanity, racially derogatory terms towards staff, sexually harassed staff and verbally abused the facilities therapy dog. It was alleged the South Region Director encouraged and concealed the behavior along with improprieties in the hiring of the Program Director. The South Region Director also severely reprimanded Cubans and African-Americans. It was further alleged the Program Manager slept on the job, African Americans were hired at lower salary and employees were forced to attend social functions. January 8, 2014. Based on interviews conducted and documents reviewed, it was determined there was no evidence to indicate that the Superintendent was verbally abusive towards staff or used racial epitaphs, therefore, she was Exonerated of the allegation of Improper Conduct and Conduct Unbecoming a Public Employee. In addition, there was no evidence to indicate the Superintendent sexually harassed staff or verbally abused the facility’s therapeutic dog; therefore, the allegation of Improper Conduct/Sexual Harassment and Improper Conduct/Conduct Unbecoming a Public Employee is Unfounded. With respect to the South Region Director, there was no evidence to indicate she sanctioned negative behavior by the Superintendent, violated policies, forced social functions on or severely reprimanded staff. Therefore, the allegations of Improper Conduct were Unfounded. In addition, there was no evidence of impropriety during the hiring process for the Program Director, the allegation of Improper Conduct was Exonerated. Finally, there was no evidence to indicate the Program Director slept on the job or that staff of a particular race were hired at a lower salary; therefore; the respective allegations of Improper Conduct were Unfounded.

IG 13-0055 Gulf Coast Youth Academy

This investigation was predicated on a report to the Department of Juvenile Justice (DJJ) Office of Inspector General (OIG) that on August 5, 2013, multiple fights broke out between youths on the Education Wing of Gulf Coast Youth Academy. During the incident, three Okaloosa School District teachers sustained minor injuries while trying to assist in controlling the combative youths. As a result of this incident, the OIG conducted an investigation that focused on GCYA’s supervision of the youth at the time of the incident and also attempted to determine if there was any excessive or unnecessary use of force by staff. Based on the investigation, there was no evidence to support a violation of policy relating to a lack in supervision by GCYA. The investigation further determined there was no evidence that GYCA staff used excessive or unnecessary force to control the disturbance.

IG 13-0056 Hastings Comprehensive Mental Health Treatment Facility

This investigation was predicated on an allegation that two Hastings Comprehensive Mental Health Treatment Facility transportation officers transported a youth to a hospital for inpatient psychiatric treatment, and when the hospital planned to discharge the youth back to the Hastings officers, the Hastings’ psychologist instructed the officers to drive the youth around until after midnight, at which time, he would be officially discharged from Hastings. The officers were allegedly told to then bring him back to the hospital. Based on the interviews conducted and documents reviewed, it was determined that arduous efforts were made to find placement for youth West, pending his upcoming discharge from Hastings. The Hastings’ psychologist had determined that a Baker Act involuntary evaluation for treatment services for the youth was the only option. The discharge of the youth by Hastings was found to be reasonably necessary. Therefore, the Hastings’s psychologist was exonerated of the allegation of Improper Conduct. The OIG was unable to determine if the psychologist’s direction to the officers to drive the youth around for two hours was unprofessional or discourteous, therefore, a separate allegation of Improper Conduct was not Sustained.
**IG 13-0058 Avon Park Youth Academy**

This investigation was predicated on a complaint from a youth’s mother to the Central Communications Center, alleging that during visitation, a male staff member grabbed her arm, whispered in her ear and threatened her and her son. She also alleged that unnamed staff took youth to restaurants in their personal vehicles. Based on the interviews conducted, documents reviewed, and the mother’s subsequent failure to cooperate with the investigation, the allegations were determined to be Unfounded.

**IG 13-0059 Hillsborough Girls Academy**

On August 27, 2013, the Tampa Police Department (TPD) notified the Office of Inspector General (OIG), that a high-risk youth was transported from the Hillsborough Girls Academy (HGA) to St. Joseph’s Hospital in Tampa without a staff escort and without being placed in physical restraints. Based on the interviews conducted and documents reviewed, it was determined that an HGA supervisor allowed the youth to be transported to St. Joseph’s Hospital without a staff escort and without physical restraints. Therefore, the allegation of Improper Supervision against the employee was Sustained.

**IG 13-0060 Psychotherapeutic Resources**

On July 10, 2013, the Office of Inspector General (OIG) was advised that psychosexual evaluations of youths being completed by provider Psychotherapeutic Resources Inc. (PsychResources), were being conducted by non-licensed staff working within the company. Based on interviews conducted and the documents reviewed, there was sufficient evidence to prove that staff of PsychResources violated their contract agreement with DJJ, and the allegations against the three employees involved were Sustained.

**IG 13-0062 Circuit 12 Probation**

On September 4, 2013, the Office of Inspector General (OIG) received a complaint from a citizen alleging that a Circuit 12 Administrative Assistant was using her DJJ email to prepare bulletins and schedule meetings for her church. The complainant also alleged that one of his conversations with the employee about the matter may have been recorded without his permission. This inquiry revealed no evidence of a violation of DJJ policy concerning this usage of the email system. Additionally, there was no evidence to determine whether a recording allegedly heard by a third party, actually existed. The complainant later declined to participate further, therefore, there was no justification for further involvement by the OIG and this matter was administratively closed.

**IG 13-0063 Circuit 13 Hillsborough West Regional Juvenile Detention Center (WRJDC)**

This investigation was predicated on a complaint by an anonymous caller, who alleged that unknown staff at the Hillsborough WRJDC acted improperly by photographing youths inside the center and posting those photographs on Facebook. The caller described the youths in the pictures, their clothing, specific identifying features, and particulars of the area in which the youth were being held. Based on the interviews conducted and documents reviewed, there was no evidence to indicate that a staff member took pictures of the youths and posted them on Facebook. Therefore, the allegation of Improper Conduct was Unfounded. However, during the course of the investigation, a staff member admitted that he gave his personal cellphone to the youths to access Facebook in order to post pictures of themselves, in violation of facility standards. Therefore, the allegation of Violation of Policy/Rule was Sustained.
**IG 13-0067 Broward Regional Juvenile Detention Center**

This investigation was predicated by a notification to the Office of the Inspector General on October 17, 2013, that a Juvenile Justice Detention Officer II (JJDO II) sexually harassed a Mental Health Counselor. The complainant alleged the JJDO II touched her and made inappropriate comments towards her. Based on interviews conducted and a review of the records, the EEO Resolution Panel determined there was “Cause” to believe the conduct occurred.

**IG 13-0068 Hillsborough Regional Juvenile Detention Center**

This investigation was predicated upon notification from the Department’s Equal Employment Opportunity Office (EEO) that a female Juvenile Justice Detention Officer (JJDO) alleged she was being sexually harassed by her male supervisor. The complainant alleged the subject had been making sexual explicit comments to her and other female staff in violation of FDJJ 1003.22, Sexual Harassment and Discrimination policy. The EEO Resolution Panel determined there was “Cause” to believe the alleged harassment occurred and the supervisor was terminated.

**IG 13-0069 Leon Regional Juvenile Detention Center**

On October 3, 2013, the Office of Inspector General (OIG) received a complaint from a former Leon Regional Juvenile Detention Center (RJDC) employee, who alleged that incidents were not being entered into the Juvenile Justice Information System (JJIS), per the direction of the facility supervisor, in an attempt to keep headquarters from knowing about issues at the facility. After a review of the complaint, Leon RJDC policies and Department policies and records, the inquiry found no evidence that any of the issues raised by the ex-employee were valid or constituted any violation of policy by any Department employee. Based on these findings the inquiry was administratively closed.

**IG 13-0070 Alachua Regional Juvenile Detention Center**

On October 29, 2013, an email forwarded to Office of Inspector General (OIG) from a citizen, alleged that a Juvenile Justice Detention Officer (JJDO) came to her home in uniform, acted in an unprofessional manner, and threatened to have her son arrested for alleged sexual assault against her daughter. Based on the interviews conducted and documents reviewed, there was sufficient evidence to prove the allegations that the JJDO failed to be courteous and respectful while dealing with the complainant. The investigation was closed and the allegation of Improper Conduct/Conduct Unbecoming a Public Employee was Sustained.

**IG 13-0073 & 13-0074 Circuit 6 Central Pasco Girls Academy**

This investigative inquiry was predicated on a youth’s complaint that alleged a staff member engaged in sexual activity with her. The youth also alleged that another staff member touched her buttocks. Based on the requirements of Section 20.055, Florida Statutes, the allegations involved possible criminal violations and the Pasco County Sheriff’s Office (Pasco CSO) Child Protection Unit were notified. During the subsequent criminal investigation, the youth recanted her allegations and admitted to Pasco CSO Detectives that she had fabricated the allegations against the subject staff members in an effort to get her transferred to a different DJJ program. Pasco CSO arrested the youth on two counts of Filing a False Police Report.
IG 13-0077 Hillsborough Girls Academy

This investigation was predicated on a notification to the Central Communications Center (CCC) on December 19, 2013, that a Youth Care Worker had inappropriate contact of a sexual nature with a youth at the facility. Additionally, another Youth Care Worker advised the youth informed her of the sexual misconduct allegation on December 17, 2013; however, the complaint was not reported by HGA to the Central Communications Center (CCC) until December 19, 2013. Based on the interviews conducted, documents reviewed and the conflicting information obtained, there was insufficient evidence to either prove or disprove the allegation of sexual misconduct. Therefore, the allegation of Improper Conduct of a Sexual Nature and Sexual Misconduct against the Youth Care Worker was Not Sustained. Additionally, the investigation determined that the Youth Care Worker was advised of the sexual misconduct by the youth; however, she failed to immediately report the incident within the mandatory reporting period; therefore, the allegation of Failure to Report was Sustained.

IG 14-0001 Duval Regional Juvenile Detention Center

This investigation was predicated on a notification by the Equal Employment Opportunity Office (EEO) to the Department of Juvenile Justice (DJJ) Office of Inspector General (OIG), that a complaint was received from a Juvenile Justice Detention Officer, alleging that a Juvenile Justice Detention Supervisor solicited her to perform a sexual act. She also alleged that after refusing the supervisor’s request, he made it difficult for her to perform her duties. On April 9, 2014, the EEO Resolution Panel determined there was no cause to believe the alleged harassment/discrimination occurred.

IG 14-0003 Santa Rosa Substance Abuse Treatment Center

This investigation was predicated on a report to the Department of Juvenile Justice (DJJ) Office of Inspector General (OIG) that on February 1, 2014, a youth sustained a fractured arm as a result of a restraint by staff. As a result of the investigation, the staff was found to have used excessive force and an unauthorized PAR technique during the restraint of the youth. The staff was terminated for violation of policy by the Program.

IG 14-0018 Southwest Florida Regional Juvenile Detention Center

Investigation of this case was based on a notification to the CCC on March 10, 2014, from the Superintendent of the Southwest Florida Regional Juvenile Detention Center, reporting that a probationary officer alleged he had been hazed approximately two months earlier by one of the detention center’s officers. The probationary officer was subjected to a prank in which he was pulled inside a cell by three of the detention center's youths and led to believe his life was in danger, while the youths plotted an escape. While in fear for his safety, the detention center officer then came over to the cell and opened the door and instructed the youths to let the probationary officer out of their cell. The incident was reportedly staged to teach the probationary officer a lesson not to open cell doors while alone. The investigation was referred to the Fort Myers Police Department (FMPD) for possible criminal prosecution. As the probationary officer had not filed a complaint with the FMPD, they declined to take further action. The OIG investigation Sustained an allegation of Improper Conduct/Conduct Unbecoming a Public Employee against the detention center officer. An additional allegation of Failure to Report was Sustained against the detention center supervisor who was aware of the incident but failed to notify detention center administrators.
**IG 14-0019 Santa Rosa Substance Abuse Treatment Center**

This investigation was predicated on a report to the Department of Juvenile Justice (DJJ) Office of Inspector General (OIG) that on March 14, 2014, a co-worker observed staff give an unidentified object to youth in the dorm. A search of the youth’s room was conducted and a cellphone was recovered. Based on the interviews conducted and the video of the incident, it was determined that the staff introduced a contraband cellular phone into the facility and provided it to a youth. The allegation of Violation of Policy/Rule against the staff was Sustained.

**IG 14-0020 Horizon Center School**

This inquiry was predicated on a notification to the Central Communications Center (CCC) on March 6, 2014, that a facility staff worker had inappropriate contact of a sexual nature with a youth at the facility. Both the youth and the staff worker denied the allegation. The Department of Children and Families (DCF) and the Gainesville Police Department (GPD) conducted investigations regarding the allegation. The DCF investigation was closed with no sexual indicators and no indicators of improper supervision. The GPD investigation was closed as Unfounded. Based on the information obtained, the inquiry did not reveal any violation of DJJ policy; therefore, there was no justification for further involvement by the OIG. The inquiry was administratively closed with a Closure Memorandum.

**IG 14-0032 DJJ Probation 4th Circuit**

This inquiry was predicated on a notification to the Central Communications Center (CCC) on May 17, 2014, regarding the death of a youth. The youth had been committed to DJJ custody and ordered to a minimum risk residential program and home detention. The youth was on absconded status when she was found unconscious. The youth was transported for medical care and later died, due to an alleged overdose of an unknown type of drug. On May 20, 2014, the OIG began an inquiry into the matter to determine if there was any improper supervision of the youth. Based on the information obtained, the inquiry did not reveal any evidence of a violation of DJJ policy; therefore, there was no justification for further involvement by the OIG. The inquiry was administratively closed.
November 25, 2013, BSU completed the request for re-screening, which again, showed that the employee was eligible for employment with no disqualifying arrests. With no indication of any wrongdoing by any DJJ employee and no evidence of a violation of policy, the inquiry was administratively closed.

**CCC 2013-04203 Lake Academy**

On December 6, 2013, the grandmother of a former youth in custody contacted the Office of Inspector General (OIG). According to the complainant, the youth indicated that she had consensual sex with a Lake Academy Youth Care Worker while she was at the Tampa facility in October 2013. On March 8, 2014, the Hillsborough County Sheriff’s Office closed their criminal investigation with no criminal charges filed. Based on the investigation, there was insufficient evidence to either prove or disprove the allegation of Sexual Misconduct against the YCW. The OIG administrative investigation was closed on April 11, 2014, with a finding of Not Sustained.

**Computer Forensic Technical Assistance**

During this reporting period, the OIG provided technical assistance in the form of computer forensic examinations for investigations conducted by the OIG and other government agencies. Computer hard drives and other memory storage devices were forensically examined. All examinations were conducted in a forensically sound manner to identify possible subjects and to document and secure digital evidence relating to the violation of DJJ (or requesting agency) policies and procedures.

**Sustained Findings by Type 2013-2014**

![Pie chart showing sustained findings by type](chart.png)
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<th>Category</th>
<th>Total</th>
<th>Exonerated</th>
<th>Sustained</th>
<th>Not Sustained</th>
<th>Unfounded</th>
<th>Administratively Closed</th>
<th>No Cause</th>
<th>Cause</th>
<th>Sustained Allegations as Percentage of Total</th>
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<td>8</td>
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<td>3</td>
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<td>6</td>
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<tr>
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<tr>
<td>TOTAL</td>
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<td>4</td>
<td>68</td>
<td>46</td>
<td>26</td>
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Source: OIG Database
Incident Operations Center

The DJJ OIG established the Central Communications Center (CCC) in December 1994, which at that time was known as the Incident/Complaint Hotline. The Incident/Complaint Hotline was maintained by the DJJ OIG from December 1994 until July 2004, when it was assigned to Residential and Correctional Services. In June 2006, the CCC was reassigned to the OIG pursuant to Chapters 5 and 9, Florida Statutes. In September 2013, the department created the Incident Operations Center (IOC), housed under the OIG, to oversee the management of all reported incidents. The CCC was subsequently absorbed as a component of the IOC. The IOC is responsible for monitoring action taken by DJJ providers, including State-owned and operated facilities, after the resolution of incidents reported through the Central Communications Center (CCC) or the Office of Inspector General (OIG). The unit is also responsible for trend analysis and the daily review and assignment referrals of incidents accepted by the CCC. The IOC provides information to DJJ to assist in maintaining a safe environment for the treatment and care of youth in department programs.

Operational Hours and Procedures

In October 2010, Florida Administrative Code 63F-11 was adopted into law. This rule requires both department staff and contract provider staff to report certain prescribed incidents to the CCC within 2 hours of the occurrence or knowledge of the occurrence. Incidents are called into a toll free telephone number 7-days a week, 365 days per year.

This process guarantees receipt of incidents by the duty officers as all incidents are deemed critical to department operations, thereby necessitating expedited reporting. The duty officers simultaneously enter reported incidents into the CCC Tracking System, which is a specialized management information tracking system. Once incidents are entered into the CCC tracking system notification is sent to the Secretary, Branch Representatives, and the OIG for assignment and response. In May 2014, FDJJ Policy 2020 was implemented to further define the roles of the IOC and the CCC. The IOC is staffed by an IOC Director, CCC Supervisor, IOC Analysts, and Duty Officers.
The following are some of the reportable incident types:

- Youth Deaths
- Staff Arrests
- Escapes from Secure Facilities
- Life-threatening Youth Injuries
- Disturbances
- Display/Use of Deadly Weapons
- Staff and Youth Sexual and Romantic Relationships
- Theft of Staff/Youth Owned Property
- Alleged Improper Use of Force and Abuse
- Medical/Mental Health issues

**Central Communications Center Data System**

A daily report is generated from the CCC Tracking System and e-mailed each workday to the OIG, Secretary, and various department representatives to notify them of incidents received within the prior 24-hour period. The tracking system allows the DJJ OIG and various branches to assign incidents, track the findings and corrective actions, and to close incidents without generating a paper report.

**Other IOC Functions**

In addition to answering telephone calls, entering incidents into the CCC system, and making daily referrals to the program areas regarding received incidents, the IOC employees also perform the following functions:

- Provide assistance for all public records requests for all CCC related incidents;
- Assist in resolving employment issues by researching missing disposition information or any discrepancies with an employee’s CCC incident history;
- Assist the program areas with any CCC incident changes, updates or assignments within the system
- Scan and attach any documents related to a CCC incident into the system;
- Review and input any Abuse Registry Investigations or FSFN notifications received via fax/e-mail into the CCC system;
- Provide statistical data;
- Provide technical assistance to OIG Inspector Specialists and other program areas by researching the voice recording system and making the telephone recording available for viewing;
- Provide program areas with trend analysis;
- Send closed Level II and III management reviews to providers;
- Provide a Monthly Incident Status Update Report to senior management;
- Conduct a Quality Check of all Level II and III management reviews to ensure compliance with FDJJ Policy 2020;
- Verify staff arrests using CJIS; and,
- Provide customer service assistance and guidance to citizens who need department services.

**Accomplishments and Statistical Data during FY 2013-2014**

- Approximately 12,369 calls were received by duty officers.
- Duty officers entered a total of 4243 incidents into the CCC tracking system. The majority of these incidents dealt with medical issues (1,347), complaints against staff (1,232), and youth crimes while under supervision (406).
- Approximately 5,764 classifications were assigned to the incidents for appropriate processing and closure. Some incidents are assigned multiple classifications based on the nature of the incident.
- A total of 1,706 incidents were assigned for either a review or investigation. This number comprises 510 Program Reviews (Level II Management Reviews), 380 Administrative Reviews (Level III Management Reviews).
Reviews), 759 Special Assignments/Assessments (Level I Management Reviews), 40 IG Investigations, and 15 IG Inquiries.

- Automated the Non-Reportable Log in the CCC tracking system.
- Established and finalized FDJJ Policy 2020 defining the IOC and the roles of the program areas in regard to incident management.
- Established Service Level Agreements between the IOC and program areas regarding the service each provides to the other.
- Obtained funding to update the CCC tracking system to effect the requirements of FDJJ 2020.
- Developed CCC tracking system and IOC workarounds to be used until the computer system is updated.
- Developed an automated process in conjunction with the Division of Highway Safety and Motor Vehicles, which identifies employees with problematic driving issues/infractions.
- Established mechanism for Department of Children and Families to e-mail the IOC when complaints not accepted for investigation are received from DJJ facilities.
- In conjunction with Staff Development and Training, developed Management Review training using the former PR/AR Training and the newly established FDJJ Policy 2020.
- Conducted two webinars to cross train staff on the new process.
- Held numerous one-day trainings throughout the State to train additional staff as Management Reviewers.

**Total Number of Incidents Assigned for Review or Investigation**

![Pie chart showing distribution of incidents by category]

**BACKGROUND SCREENING UNIT**

The Background Screening Unit (BSU) is located in the Inspector General’s Office. Its purpose is to assist the Department in meeting its goal of hiring applicants who meet statutory and agency background screening standards for employment. The BSU conducts Level II employment background screenings pursuant to Chapters 435, 984, and 985 of the Florida Statutes (F.S.) and the Department’s background screening policy and procedures. Background screening is performed on all state and contract provider directors, owners, employees, volunteers, mentors, and interns.
BACKGROUND SCREENING PROCESS

Employment background screenings must be completed by the BSU before an applicant is hired or a volunteer is utilized by the Department or a Department contract provider. Background screening consists of a criminal records check that is processed through the Florida Department of Law Enforcement (FDLE) and the Federal Bureau of Investigations (FBI) using the applicant’s fingerprints. It also consists of a demographic search through the Judicial Inquiry System (JIS), a Clerk of the Courts Information System (CCIS) designed to collect and display records that are stored in courthouses throughout the State of Florida. As a criminal justice agency, the Department has access to juvenile, sealed, and expunged criminal history information.

SCREENING TYPES

Livescan is the initial screening required for potential employees and volunteers. Fingerprints are electronically transmitted to the FDLE and the FBI, which allows both agencies to process the fingerprints within 72 hours and send the results to the BSU via electronic mail. This process also enables the FDLE to send an electronic notice to the BSU when a state or contract provider employee or volunteer receives a new arrest within the state of Florida.

The 5-Year Rescreen is a national criminal records check that must be completed by all state and contract provider employees and volunteers every five years of continued service. The five-year increments are calculated from the employee’s or volunteer’s initial hire or service date. The purpose of rescreening is to ensure that current employees and volunteers maintain level II screening standards throughout the term of their employment and/or service.

RATINGS PROCESS

Background screenings are rated using one of the following classifications: Eligible, Identified/Non-Caretaker Only, and Ineligible. These classifications are based on the criminal history and the position the applicant will occupy.

Applicants will receive an eligible rating when no disqualifying criminal conviction or no contest plea appears on the criminal record. Applicants with an eligible rating may be immediately hired or utilized by the Department or a contract provider in any position.

Certain DJJ applicants for employment will receive an identified/non-caretaker only rating. This rating is applied when a disqualifying criminal conviction or no contest plea appears on the criminal record, but the person will not work in a position that has access to confidential youth records or on the grounds of a facility or program where youth are housed or receiving services. This rating this rating will only be given to DJJ applicants and is not given to contract provider employees or volunteers. Applicants with this rating can only be hired in a position and at a location where there is no contact with youth or access to confidential youth records.

Applicants will receive an ineligible rating when a disqualifying criminal conviction or no contest plea appears on the criminal record. Applicants with this rating cannot be hired or utilized as a volunteer until an exemption from disqualification has been granted. To receive an ineligible rating, an applicant must have either been found guilty of, pled guilty to, had adjudication withheld, or pled no contest to at least one of the charges listed in Chapters 435 or 985, F.S.

EXEMPTION FROM DISQUALIFICATION

The exemption from disqualification is a review process that was created to allow most applicants that receive an ineligible rating to be reconsidered for employment or as a volunteer. As set forth in Chapter 435, F.S., exemptions may be granted for a misdemeanor disqualifying offense as soon as the person has lawfully completed all sanctions. However, the Department may not grant an exemption from disqualification for a felony offense, until it has been at least three (3) years since the applicant completed or was lawfully released from confinement, supervision, or sanction for the disqualifying offense. An exemption from disqualification cannot be granted to any person who is a sexual predator as designated pursuant to section. 775.21, F.S., a career offender pursuant to
section 775.261, F.S., or a sexual offender pursuant to section 943.0435, F.S., unless the requirement to register as a sexual offender has been removed pursuant to section 943.04354, F.S.

The Secretary decides on behalf of the Department if an exemption should be granted or denied. Exemptions denied by the Secretary can be reconsidered via a formal hearing with the Division of Administrative Hearings (DOAH) pursuant to section 120.57, F.S.

OTHER BSU FUNCTIONS

In addition to conducting employment background screenings, the 9 full-time staff members of the BSU also perform the following functions:

- Conduct criminal history checks to assist the Inspector Specialists in their investigations and inquiries.
- Coordinate the initial phase of the exemption process.
- Review personnel records for incidents of physical or sexual abuse, excessive force, and misconduct.
- Inform programs of employee arrests.
- Provider out-of-state driver’s license notifications
- Conduct retention notification, removal and billing
- Correspond with law enforcement agencies and court clerks throughout the United States
- Scan completed screening documents into an archival database for future reference and access.
- Respond to telephone, fax, and e-mail inquiries.

STATISTICAL DATA 2013-2014

- 12,456 employee background screenings were conducted
- 198,782.52 in fingerprint processing fees were collected
- 4,302 credit card transactions and 2,844 checks were processed
- 465 applicants failed to submit additional information or were withdrawn by the requester and 265 applicants were statutorily disqualified, resulting in a total of 730 applicants who did not clear the screening process
- 76 applicants requested an exemption hearing for a statutorily disqualified offense appearing on their record during the criminal background check
- 476 arrest notifications were received and processed
- 12,456 record searches were conducted in the Inspector General Incident Tracking system
- Approximately 87,192 pages of documents were scanned into the BSU archival database
- Approximately 5,200 customer calls/faxes and e-mail inquiries were serviced
Staff Directory

Robert Munson
Inspector General
Wanda Glover
Administrative Assistant III

Internal Audit
Michael Yu
Audit Director
Roosevelt Brooks
Operations Review Specialist
Helene Muth
Management Review Specialist
Karen Miller
Management Review Specialist

Investigations
Brian Donaldson
Chief of Investigations
Richard Bodnar
Senior Management Analyst II
Gary Bussell
Inspector Specialist
Ruben Hernandez
Inspector Specialist
Lisa Herring
Staff Assistant
Jeffrey McGuiness
Inspector Specialist
Keith Morris
Inspector Specialist
Linda Offutt
Inspector Specialist
Regina Perry
Secretary Specialist
Larry Riley
Inspector Specialist
Sonja Robinson
Senior Management Analyst I
Matthew Sears
Inspector Specialist
Tracey Shearer
Inspector Specialist
Gerard Ward
Senior Management Analyst II

Incident Operations Center
Holly Johnson
Senior Management Analyst Supervisor
Harry Motley
Operations Review Specialist
Melissa Wright
Operations Review Specialist

Central Communications Center
David Gilmore
Operations Management Consultant II, Supervisor
Chad Bennett
OPS – Government Operations Consultant I
Melaney Denson
Government Operations Consultant I
Dierdre Harris
OPS – Government Operations Consultant I
Mariette Keller
OPS – Government Operations Consultant I
Adrian Nealy
OPS – Government Operations Consultant I

Background Screening Unit
Myra Burks
Senior Management Analyst Supervisor
Lisa Alexander
Government Operations Consultant I
Thomas Atkinson
OPS - Data Entry Operator
Briahnana Crews
OPS - Government Operations Consultant I
Jeffrey Janvier
OPS - Government Operations Consultant I
Terrance Mathis
OPS - Data Entry Operator
Casandra Neal
Senior Management Analyst I
Erika Ross
Government Operations Consultant I
Sharon Washington
Government Operations Consultant I